



CATCH US GIVING NOMINATIONS: August 2017

Nominations are presented as they were received, and have not been edited for grammatical accuracy. They are sorted in alphabetical order by employer name.

August 2017 Catch Us Giving Winners:

Karla Hill Delta Airlines

Flight delays are a pain, especially when there are only 6 mins to change gates in the connecting airport. Imagine gate 8 filled with fliers with families throughout the entire afternoon. Alone at the desk armed with a smile and the patience of job, Ms. Hill took care of her customers. No matter how long the lines no how frustrated the travelers, customers left the gate with a smile, knowing that absolutely every possible avenue had been exploited. In Ms. Hill's endeavors to her passengers from STL to LaGuardia ASAP. She is the epitome of customer service and deserves public recognition for assuring that weary travelers received the best possible service. Flying Delta since 2001 because of people like Karla Hill.

Pearletta Evans Information Booth

I put my son on a plane to St. Louis from Kirksville, Mo today, only to find out that his Frontier Airlines flight was cancelled. We are from a small town and this was my son's first time traveling alone and I was so worried. Upon calling Frontier airlines, they told me they could re-book his flight but it wouldn't leave until tomorrow. So here is my son who doesn't have much money with him stuck in a place he isn't familiar with and big cities can be very overwhelming when you are from a one horse town. I am calling and on the line for nearly an hour with frontier airlines and nothing...all I get is that he will be safe sleeping in the airport and he will be there on time for his flight if he stays there. That is not what this mom wanted to hear. So i finally called the information desk at the airport and did not expect much of anything at all and I got Pearletta and she made me feel so much better....I told her my situation and she was right with me, and I felt like it was ok to be so upset about my kid being stuck in what may as well be a foreign city to him and it's not like he is a little kid, he is old enough to take care of himself but

he is still my kid and I was worried for him. Pearletta did not make me feel ridiculous for worrying about my 20 year old kid. She gave me very precise instructions to give to him so that he could find her so she could help him. When a mom is far from her kid and he needs help and she can't help him It's nice to know there is someone out there who cares enough about people to help that mothers kid out...even if it was just to direct him to a line to get vouchers from the airline so he could eat dinner . To soothe a worried mothers tears and make her feel like everything was ok and calm that mom down was a very kind thing to do. I wish I could do or say something personally for Pearletta to let her know how thankful I am for her help and how she turned my anxiety and worry level from extremely elevated back to functioning and calm. This may not seem like much to many and ridiculous to others but to me, right at that moment when I was starting to lose it, well it meant the world to me. So even if you don't choose this being kind moment...I certainly hope someone will convey my thanks to Pearletta for her help.

Other Nominees:

ABM

Kenneth Guy ABM

It is my parents first time for flying together in years. We are taking my dad to Korea to see where he was in the war. Kenneth was so kind taking care of us & getting my mom to the gate in a wheelchair. I'm mulling with a 79, 81, & 84 year old & was nervous about getting there, but he took care of us! Super kind & super informed.

Rashad McCall ABM

Mr. McCall was very professional. He took us to the Admiral Club and came back to pick-up to take us to our gate on time.

Jeremy Billingsley ABM

Jeremy was very friendly and helpful walking us thru the kiosk baggage process. Very polite. _____ a great start to our vacation!

Patrick Goodlett ABM

I was waiting in line to check-in _____ at this automated checking. Patrick walked me thru it and showed me where to go to the gate. Pleasant welcome to the airport. Eye contact, friendly smile.

Kevin Holman ABM

Kevin was both professional and courteous to my mom. It was her first time flying and he helped to make it both enjoyable and memorable.

Kristina Hearn ABM

Ms. Hearn was very professional assisting me, handicap impaired, from the gate to the baggage claim area. Ms. Hearn arrived timely to the gate and constantly inquired my well-being. She overtly asked if I need to stop to the restroom. For Ms. Hearn's concern for others, I nominate her for this honor.

Jasmine Gibson ABM

We came to airport by shuttle service. Jasmine came when she saw we needed assistance, she beckoned 2 co-workers to assist. 3 of us needed wheelchairs and the fourth person at check-in accepted a chair. Jasmine assisted us through security, transported us to the departure gate, and wished us a safe trip. She smiled all the time and the other workers greet her with smiles. She is a very caring person that loves her job!! I recommend her for airport award.

Jamesha Anderson Davis ABM

This employee was very polite, courteous, pleasant, and took excellent care of me. She made me feel comfortable in getting me to my gate. I highly recommend her for an employee award. She is very beneficial.

Vanessa Tolbert ABM/Super Park

Vanessa was amazing and helpful and friendly.

Jasmine Gibson ABM

She always greets me in such a friendly way and asks how she can help me!

Jasmine Gibson ABM

Jasmine was so helpful. This was only my 2nd time flying, I was very confused about what to do and how to do it. She was so kind and helpful and made my airport experience much more pleasant. Thanks.

Byron Miller ABM

I am traveling with my elderly mother who is only able to walk short distances and used/uses a wheelchair in the airport. Byron was very proactive, checking what flights people were waiting for, offering trips to the restroom, and keeping his eye on my mother when I went to get coffee. Byron is very kind and very customer service focused. I am an employer and have a history in the aviation industry, and Byron is an excellent employee and Ambassador for STL Airport!!

AIR CHOICE ONE

Tyra Wilks & Jeannine Hampton Air Choice One

Jeannie was extremely polite, helpful. I had a leg injury recently and she arranged for me a to get a wheelchair since how long to concourse and gate..... could not discern the rest (see attached)

AMERICAN AIRLINES

Jasmine Gibson American Airlines

Jasmine met us at curbside and escorted us to upgrade at main check in and was helpful and sweet throughout

Jyotika Patel American Airlines Very helpful in assisting with check-in

Very kind. Does her work w/ a smile

Richard Carvel American Airlines

Approached ticket agent at C18 to inquire about a stand-by status for a flight after discussion with agent, I wanted to book the flight & she stated she could not do that. Went to C14 & met Richard, who was very happy to assist me in changing my flight. He definitely is a company man. Thank you!

Lisa Welch American Airlines

Ms. Lisa Welch was very professional calm after I'd missed my flight- I was very nervous going _____ military before deployment. Who insisted on my being served before him that he was in a very polite way they assured him that he was first in line and that they would assist me after. Very surprise with such Supreme Customer Service Thank you – Appreciate A.A.

Patricia (Patty) Facchin American Airlines

Ms. Patrice (Patty) Facchin asst. Ms. Lisa Welch in a very courteous manner did not act as if asking questions about the database not operating correctly was an inconvenience. Again as

with Ms. Lisa Welch both she & her thanked the young /military gentleman for his service. Thank you American Airlines for your great customer service.

Felicia Gillespie

American Airlines

Felicia was very friendly and personable (even apologized for _____) she checked me in and held my husbands' Passport while he shuttled from parking. It's a great to start our long trip (St. Louis to Charlotte to Barcelona) with such a positive experience.

Felicia Gillespie

American Airlines

My husband and I did not have seats together on our 8 hour flight to Barcelona. Felicia searched until she was able to seat us together. She made sure we were together for both flights we were on. She was super pleasant and made our check in easy and hassle free. What a great start to our trip.

Felicia Gillespie

American Airlines

Felicia was very friendly and went out of her way to be helpful. It was near the end of her shift but you would never know it because of her positive attitude & friendly & courteous service.

Kimberly Keener

American Airlines

Kimberly is the definition of service for excellence. She greeted with a smile; positive attitude; great communication; troubled shooted with patients & friendlessness & educated first time flyers & welcomed back experienced.

Kimberly Keener

American Airlines

Kimberly was very pleasant and helpful. She gave extra assistance with our luggage. She is a wonderful person and one I would hire if I were still a Superintend of schools in Missouri.

BUDGET RENTAL

James Cornell

Budget Rental

James went out of his way to help each of us leaving our cars get all of our belongings on his bus. He took peoples bags from their trunks to the bus, helped one woman discovering her hat and coat she had left in the car & bring it to her; he took another woman's bag all the way from the bus to her baggage ck. in counter. What a wonderful example of great customer service.

Karla Hill **Delta**

I was at the airport about 4 hrs before my flight, so I heard Karla meet, greet, & send off several flights of passengers throughout the afternoon. She used humor- had everyone anywhere near the gate laughing- was incredibly patient when I needed help with a seat assignment, and because of her friendliness and the fact that she genuinely seemed to be having fun, she made the 'waiting' fun and entertaining. She should be training people how they can behave in a way that puts passengers at ease. Karla, you're amazing!

EXPLORE ST. LOUIS

Barb Hamilton **Explore St. Louis**

Barb and her colleague Rob went out of their way to help us with a bus ticket problem. They were welcoming to us who had just arrived in the U.S.

Barb Hamilton **Explore St. Louis**

Upon arrival from Hartford CT via Baltimore, to St. Louis my shuttle van to Potosi was an unknown. I didn't know if I had missed it! I asked Barb if she knew anything or had any suggestions: taxi, car rental, local van. Barb sensed my distress and called Trout Lodge the number I had, only to get an answering machine Barb's calming, helpful presence got me through the two hours until finally, the man appeared. Barb was a good listener; she was warm and welcoming to me in an unfamiliar city.

Arleen Nolte **Explore St. Louis**

My destination was Ft Wood and I did not have any idea how to get there and all the folks at the information desk were so kind to help me to get a Greyhound ticket booked. Arleen Nolte was exceptional! I thank her so much. She was so calm while she was trying to help me.

FRONTIER

Gui Colon **Frontier**

Gui was very helpful in keeping all passengers aware of our delayed flight. He reminded calm even when others passenger were no so nice. Gui was delayed from leaving work until we got on board the plane. He was a pleasure to work with. Thank you.

HMS HOST

Darius Dixon HMSHost Auntie Annie's

Darius was very friendly & provided fantastic customer service. He seemed to enjoy his job & wanted to provide us with a great experience. He made us exactly what we wanted and did so in a very timely fashion. I would go back just to have Darius to make us some pretzels. Extremely respectful and represented the St. Louis area in a positive manner.

Abrehet (Abbey) Teferi HMSHost (Schlafly's)

We were not getting any service from waiter assigned to our table. We got up and left and Abbey came out to apologize. Abby was a waitress in another section. She suggested we come back and sit in her section. Her service was excellent; turning the start of our day back in the right direction. Good job Abbey.

Latasha Walls HMSHost

Latasha was pleasant, kind, very efficient; and she was the first person in quite some time in an airport that asked if our group needed separate checks versus just putting the bill all on one check automatically. Thank you Latasha

Patrick Sanders HMSHost

Nice Employee!

Derek Davis HMSHost (Pizza Studio)

I went to Pizza Studio for a diet coke, quite early in the morning, but don't drink coffee. Derek was working, prepping for the day. Derek was friendly, greeted me with a smiling sweet face. We chatted briefly. She said gets to work quite early, but she is used to it. Sweet person!

Katie Byrd HMSHost

Great conversation and service.

Malik Shabazz HMSHost (Starbucks)

I didn't know what I wanted to order. He made some suggestions while helping others. He even complimented another customer about her hairstyle. All with a smile on his face and positive attitude

Ciara Moore HMSHost (Chilis-C)

Super nice, helpful, and professional. I'm vegetarian and she asked all the right questions when I ordered. Nice smile.

Malik Shabazz HMSHost (Stabucks)

Malik was so positive and cheerful this morning. I'd paid for a sandwich at the other Starbucks but they had run out of that one. I hadn't asked for a receipt so was apprehensive about going to the other Starbucks location. When I explained this all to Malik he just smiled and said we'll take care of you. He was SUPER we chatted about my trip and before you know it I was on my way, sandwich in hand. He's a welcome breath of fresh air for travelers. Please thank him for me and tell him his care and concern made my weekend😊

Kristian Edwards HMSHost Chilis-C 7.30.17

We arrived to the airport two hours in advance of the time of our scheduled flight only to find out our flight was delayed at least two hours. Kristian was just really sweet and attentive but not over bearing as we ate our first meal of the day. . He apologized for the lateness of the food in a genuine manner. He made us feel like he really cared and we were special!

Samantha Hammock HMSHost- 1876

She Made my day! Talked with me about my baby girl and her girl she is expecting and then she complimented me. She was great! Also, I so appreciated the music that was playing- quiet relaxing guitar music was so nice in the morning

Taharra Cross HMS Host- Burger King

First off – Taharra greeted everyone with this infectious smile! 😊 Made eye contact with each customer. She definitely loves her job and is a people person. Very good customer service unlike others. She should be commended on her attitude towards others. She really did go the extra mile. We are traveling from the west coast to the east coast and she could teach some of those “west coast” folks some etiquette. Please make notice of her good work ethic!

Taharra Cross HMSHost Burger King

Following a long flight from SF, & hungry I appreciated Burger King for some chicken sandwich. Relief. I was greeted by a very vibrant positive employee working the cash register & taking numerous orders. Her attention to detail & courteous was above reproach by her mile & uplifting attitude. From a distance it became clear that her spirit was a genuine character trait worth commending.

HUDSON GROUP

Antonio Hyde Hudson Group

She was wonderful! I was interested in purchasing a neck pillow for our long flight. She told me her personal experience using the product on her flight in the past. I asked her advice on flying to her destination since this was our first international flight. She was very and friendly.

Eva Bruns Hudson

Very friendly and very helpful.

Cheryl Boden Hudson- Eddie Bauer

Wonderful customer service! She is so kind

Alysha Young Hudson

I was waiting in line to check out at Hudson News and Alysha came over from Discover St Louis and offered to check out some of us. She was courteous, helpful and friendly. I appreciated her good customer service.

Denise Tatum Hudson –

Exceptional customer service. Ms. Tatum greeted me upon entering the shop with a big smile and friendly "good morning". Her caring attitude continued as she completed my transaction. I truly appreciated Denise's warmth and kindness. Thank you.

HUNTLEIGH

Dana Moss, Myesha Gant Huntleigh

On June 17th, we dropped off my mom at the airport to return to Phoenix, Az. At the Southwest terminal, the employee (Myesha Gant) brought my mom a wheelchair and offered to take her luggage and check her in while she said good bye, so it was really sweet of Myesha to allow us to have a little more time and help with reducing stress. Myesha was happy, energetic, professional, and overall incredibly empathic. Please be sure to acknowledge her!! We also noticed employee, Dana Moss, was helping other family in a similar situation as ours. Thank you to Southwest and STL airport!

Trejure Moses Huntleigh

Trejure was fabulous. My friend was traveling in a wheelchair, she is a bit older ☺ & there were 3 of us. Trejure was kind, gentle, calm & friendly. She made the experience so wonderful & relaxing! She was/is a treasure!!

Watoshi Shurn Huntleigh

Watoshi Shurn noticed me sitting in front of the Southwest terminal breathing through an oxygen hose which connected to a portable concentrator to a portable oxygen when flying per my doctor and asked me if I needed a wheelchair. Wow I have been flying every 5 weeks for 7 years for medical attention (Lung transplant 2001) at Barnes and never before has somebody taken the initiative to help me! But, my praise for Watsohill continues just nowhere to write it.

Michael Dick Huntleigh

He was very helpful and went out of his way to help me. Also, he was very informative and he was very kind and patient too. I needed a wheelchair and he was a very good driver.

Steven Walker Huntleigh

This gentleman does an outstanding job and brings a great reflection for all employees. That should follow him as a professional. Thanks Mr. Walker

Seri Grant Huntleigh

My mom was extremely nervous about flying. She's 89 yrs. Old and can't walk _____ well. Grant took her bags checked it in for her, then took great care in transporting via _____ care was truly genuine and professional _____ man is the face in restoring my relationship w/SWA. God bless him.

Trejure Moses Huntleigh

Trejure was taking excellent care of my friend who needed a wheelchair assistance. She was kind and courteous. I nominate her because of this and how friendly & capable she is. Thank you.

Darion Jones Huntleigh

Darion was exceptionally helpful & friendly with my 86 & 95 y.o. parents. Thank you!

George Lee Huntleigh

A very pleasant person. Very polite very efficient and happy! Very positive introduction to the St. Louis airport departures. Thank you George

Michael Cogshell Huntleigh

I had just walked outside with my bags, and was waiting for a friend to pick me up. There was a bench nearby, but it appeared full. Without hesitation, Michael stood up and asked if I'd like to sit down. He then moved a trash can out of my way so that there was room for my suitcase. His demeanor and attitude were so professional, and it was obvious to me that he was (is) a genuinely kind and thoughtful person. I encounter way too many young people these days who

are so self-absorbed, so when I meet someone like Michael who clearly thinks of others, it really makes an impression. I'm sorry to say that I didn't think to ask what his job was, but I do know that his employee i.d. is _____.

I have no doubt that he's an exceptional and exemplary employee, and deserves to be recognized with this award.

Trejure Moses Huntleigh USA

Trejure was, as her name suggest, a delight she helped my wife with her wheelchair, and was polite and considerate in every way. Treasure is an ideal employee, and a credit to Huntleigh and Southwest. She is a model of politeness & courtesy which are increasing rare in todays' world. A great lady!

Darion Jones Huntleigh

Darian was kind, considerate an all-around nice guy!! He made my husband & I quite comfortable.

INFORMATION BOOTH

Angie David Info. Booth

When I need her she is always there. She is a very hard worker and she does her job very well.

Pearletta Malone – Evans Information Desk

I needed to call my brother to let him know that I was getting on the Metrolink, so that he can mett me and pick me up (in Illinois). I don't have a cell phone (yet), and I couldn't find a pay phone. The reason (Pearletta) said I can help you she said you can use the phone right here- which was very helpful and a big relief. Thanks

Pearletta Evans Information Booth

She was very patient in coming to my aid no matter how many times I went to her for help. Very polite and courteous. A goo ambassador to represent your airport. She is an asset.

Millie Ocasio Information Booth

Millie was very helpful in obtaining the Trac- Phone 800 number so I could verify my cell phone minutes. She permitted us use of phone for 800 service and my minutes were filled. Very courteous employee.

OHM

Ashontus Matthews OHM

Hard worker- never stopped either cleaning area or working area, stocking food beverages or working register. Seems to take great pride in her work & the company. Friendly a go- getter!

Ladonya Legrone OHM

Excellent Service, friendly prompt accommodated perfect!!

Ruth Mitchell OHM-Great Wraps

This employee was very nice, knowledgeable & just extremely friendly. She's a keeper!!

Keauana Wilbon OHM Baskin Robbins

I asked this woman if she could put a banana in a milk shake. Her response was "I can if you want me to." Making a milk shake is more work than just dipping for a cone or cup. Adding the banana was an extra step. Her response was something I don't hear often – it's called customer service. She's great!

REGENCY

Maggie Smith Regency

I ran into Maggie in the bathroom she was very professional, cheerful and respectful I had been in the same bathroom about 15 minutes before I ran into Maggie. In that time she had thoroughly cleaned the whole bathroom. All the paper on the floor was gone, counter dried, etc. She did it all with a smile on her face. A true Gem!

Derik Jackson Regency

Mr. Jackson provided outstanding customer service to my family @ STL. He is a terrific representative of Regency and St. Louis, MO. I appreciate his positive attitude.

Veronica Bohlen IBS/Regency

Greg Mclemore Regency

Greg Mclemore did an outstanding job maintaining the restroom with pleasant attitude and good spirit. If you would please show him some recognition for his efforts seems like a dedicated employee.

SOUTHWEST

Montrell Mays Southwest

I was running late and I have a bad knee. I needed a ride in a wheelchair and this young man was very courteous and polite and helped me get to my gate on time. He is an excellent employee and should be employee of everyday. We need more young men like this.

Montrell Mays Southwest

Very nice and professional guy. He went above and beyond to help my mother and me as well. We need more employees like him. He made our day.

Madesha Hampton Southwest

Madesha was patient & kind helping us put the “gooey” ticket on our bag. We has peeled away the stickers incorrectly and she helped us put it together without putting us down. Thanks for her service.

Alicea Gage Southwest Airlines

We were getting assistance from Karla and a long line formed behind us. Alicia was passing by on the way to another gate stopped just to help out. With many flight cancellations today, the gate assistants were very busy and she went the extra mile to help out.

LaDonna Hughes Southwest

When my unaccompanied 12 year old Granddaughter boarded flight 1511 to Austin, Texas last Friday, Ladonna Hughes gave up her break to stay at the gate and let me know when my Granddaughter's plane had taken off so I could contact her parents and feel comfortable leaving the airport. That was such a kind, selfless gesture which I greatly appreciate! Ladonna should be commended for caring and outstanding customer service. She is a special lady! Thank you!

Meghan Solan Southwest Airlines

Meghan helped me get on an earlier flight without any hassle. Normally, it seems like gate agents can't help you change flights. But Meghan did it easily.

Mike Moynihan Southwest Airlines

[Passenger fell. Got assistance from Southwest. Emailed the following]: Everyone from the Southwest Representative who took care of us to the EMS personnel who checked out Diane were just great. Following our business meeting the next morning, we made it back to the Airport and back home without incident. Diane is on the way to a speedy recovery.

Kelli Apollo Southwest

My 13 yr. old daughter & I had just enjoyed some (Girl) time in Nashville, flying together into STL, she was going to visit my in-laws & I was going to catch a connecting flight to Chaigi Midway to visit my family. B/C the flight was delayed over an hour late departing, my daughter & I said our goodbyes waiting to get off plane since I minutes to make my connecting flight. I was nervous letting her navigate STL airport on her own but she assured me she would be fine. Sprinting to the gate E34 from E18 I was stressed & frustrated beyond belief that after being told in Nashville that they would hold our connecting flight for 5 mins@ 11am plane was seen pulling away from gate. The man no gentleman, at the gate could care less being on no help. Not traveling much fir I am a stay at home mom w/ 7 kids, I didn't know what to do. Meandering back thru terminal I found Kelli. Immediately she recognized my stress, stopped her conversation with co-worker and offered her assistance. She very professionally listened to me, made sure my daughter was safely connected with family, apologized for this guy & got me on another flight. In this airport full of strangers she was a friend indeed! Thank you Kelli!

TSA

Ronald Hawthorne TSA

Very positive attitude and made us feel like we were going on a trip. Joked around with us. A great start to the trip.

Thanks again for your calm handling of the situation and concern you showed for us on Tuesday. If you can locate the Southwest Representative who was there as well as the EMS guy who checked her out and pass along our sincere thanks to them, we would appreciate it.

UNITED

Alice United Airlines 8.3.17

Alice worked with Kimberly at American Airlines to help book my daughter on a flight that only

had 1 seat left. She took extra time to help Kimberly access an open seat that wasn't showing up on the American reservation system. I really appreciate what Alice did today. Thank you!

Catch Us Giving is a customer service recognition program developed exclusively for STL Airport and its facility partners. The program has a key foundation of public involvement to “Catch” Airport employees giving great customer service. Nominations can be submitted by the public or a co-worker, and are considered eligible if a positive experience was provided to an Airport customer.

The Catch Us Giving Committee, which consists of managers from a variety of Airport partners, reviews nominations and votes to select the top two Monthly Winners. The committee also helps with the development of the Catch Us Giving program, planning of the annual celebration event, and selects the Ambassador of the Year.

Catch Us Giving Contact

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